

EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	728	705/8.ccls.	USPAT	OR	ON	2005/12/26 14:33
L2	23	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1))))	USPAT	OR	ON	2005/12/26 14:35
L3	9	(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1))))	US-PGPUB	OR	ON	2005/12/26 14:35

EAST Search History

L4	10	<p>(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar\$3 or synonym\$1) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1))))</p>	US-PGPUB	OR	ON	2005/12/26 14:36
L5	23	<p>(database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 (handl\$3 or process\$3 or manag\$5)) and ((claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1) near4 report\$3) and (((technical or customer or engineer\$3) near4 support\$3) near4 product\$1) and (internet or web or online or network) and ((search\$3 or quer\$3 or database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1)) same (related or similar\$3 or synonym\$1) same (claim\$1 or issue\$1 or problem\$1 or trouble or ticket\$1 or complaint\$1)) and ((engineer or vendor or ((technical or customer or engineer\$3) near4 support\$3)) same (solv\$3 or solution\$1 or answer\$3 or resol\$6 or fix\$3 or correct\$4) same (database\$1 or knowledgebase\$1 or ((data or knowledge) near3 base\$1))))</p>	USPAT	OR	ON	2005/12/26 14:36